JOHN LEWIS PARTNERSHIP | JOHN LEWIS | WAITROSE

Job title:

Core information

Location: Shop/site	**Lines of business or shared capability area:** JL Supply Chain
Reports to: Product Logistics, Warehouse Manager	
People Management: No **Assignment Management:** No	
Partnership Level: Partnership level 9	**Manager's Partnership level:** Partnership level 7
Number of direct reports:	**Partnership level(s) of direct reports:** None

About the John Lewis Partnership

The Partnership is the UK's largest employee-owned business and home to our two well-loved retail brands – John Lewis and Waitrose, as well as expanding into new areas beyond retail.

We aren't an ordinary business, though. The Partnership is different because everyone who works here isn't just an employee. We are Partners, with a shared responsibility for our success, and we share the rewards when we're successful.

Everything we do is powered by our unique Purpose: **Working in Partnership for a happier world.** Our Purpose inspires our principles, drives our decisions and acts as our guide, so that everything we do contributes to Happier People, Happier Business and a Happier World.

Critical purpose of the role

To take the lead with a flexible approach in actioning general warehouse tasks to ensure the right products are in the right place at the right time including the accurate input of information into a variety of John Lewis systems (Letsflo) following Site Operating Procedures.

To respond to queries and where relevant, provide a resolution for all Commercial, Press, Activity Coordinators, Product Sourcing Coordinators and 1DG Facilities stakeholders.

To provide a lead in the delivery of excellent customer service in line with the John Lewis proposition as an ambassador both internal and external through all channels.

To demonstrate a passion for the development of others through consistently spotting the opportunity for and delivering constructive, informed and well timed feedback.

Recognising and taking opportunities to coach and mentor colleagues to help them achieve their Workday Goals, operational KPIs and deliver the business strategic aims.

To provide a clear lead on the adherence of current legislation and Partnership policy on compliance whilst meeting Health and Safety legislation within your daily tasks.

Primary Outcomes & Accountabilities

As a Partner you will

● Behave in line with the Partnership's purpose and democratic principles, promoting co-ownership to customers and each other that we're a better way of doing business.

● Share knowledge, experiences, ideas and opinions to improve the Partnership, speaking honestly and frequently.

● Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing different.

● Continuously engage with and actively contribute to your Profession.

● Take responsibility for actively engaging with change.

● Leads, demonstrates and promotes knowledge, confidence and competence in all aspects of the role supporting colleagues in their personal development.

Operational Performance

● Demonstrate and share knowledge, confidence and competence in all aspects of the Multi-Skilled Warehouse role. Adhere to and provide a lead on all regulations regarding MHE usage, maintenance and defect reporting.

● Ensure samples are booked and stored within SLA's, picked for activities on time, audited and exited in line with process.

● Has read and can access the Head of Branch Folder electronically.

● Effective and responsible control of the stock exit processes to reduce shrinkage and maximise availability.

● Collaborate with the relevant internal and external stakeholders to drive the overall performance of the Sample Hub. Lead and coach all Partners to ensure Legal, Health & Safety and Site Operating Procedures are adhered to at all times ensuring the safety of yourself and others.

● Perform the role of a coach and mentor to colleagues who are aspiring to progress. Lead and empowers others to take ownership of recycling management and be aware of our Corporate Social

Responsibilities

● Coach Partners to ensure compliance in completing picks, exits and highbay safety whilst using Aisle Rangers To champion and take the lead to ensure all processes of John Lewis goods, Highbays and vehicles are adhered to, preventing stock loss and damage to goods, property and equipment in line with Site Operating Procedures.

● Be an ambassador for Partner Engagement.

● Be a specialist in the end-to-end usage of all CDH Handheld Devices ensuring compliance throughout. Ensure CDH Compliance Dashboards and all trackers are monitored daily and all queries are resolved.

● Actively support, deliver and embed operational processes.

Measures of success

● Adherence to SLA for commercial samples and Customer Delivery Safety metrics.
● CDH Customer metrics
● Stakeholder feedback
● Customer Delivery Hub Safety Audit results
● GDPR compliance
● Site's adherence to the Site Operating Procedures

● Fulfil the role of sponsor for new Partners and Apprentices. Support Partners with demonstrating on the job competency and confidence in the role. Perform the role of a coach and mentor to colleagues who are aspiring to progress. ● Role model the relevant Partnership standard for manual handling. ● Assess potential new Partners in manual handling and general attitude in support of recruitment and ongoing Partner development processes ● Lead by example with good flexibility to deliver maximum efficiency including peak planning. Promote and influence the exemplary standards of the John Lewis customer proposition and satisfaction. Consistently demonstrates and promotes continuous improvement. Customer ● Deliver outstanding service to every customer as a brand ambassador of John Lewis, both internal and external through all channels. Demonstrate diligence and care throughout the customers journey, providing an outstanding end to end customer experience. Personal ● Take ownership for your personal and professional development, acting as a role model for all Partners by coaching, giving and receiving feedback in order to achieve agreed goals. ● Ensure your mandatory training is up to date. Ensure you keep up to date with CDH and John Lewis Partnership information bulletins and updates. ● Support and enforce a strong Health and Safety culture. Contributing to a safe working environment. Adhere to Health and Safety policy and guidance. Report all accidents and near misses to your Line Manager to adhere to Health & Safety Legislation. ● Follow the recommended John Lewis Partnership manual handling instruction. Support Partners in recognising and reporting potential risk whether Health and Safety or shrinkage/loss. ● Prioritise the health and wellbeing of Partners so they can be themselves in a safe and inclusive environment. Understand, adhere and promote compliance to the General Data Protection Regulations (GDPR) and Information Security Instructions (ISI).	

Skills

- Agile Approach - Able to easily adapt according to circumstance and change approach as required
- Customer Centricity - Understands the end to end customer journey and puts every customer, both internal and external, at the heart of everything we do
- Continuous Improvement - Consistently demonstrates a continuous improvement mindset
- Role Modelling - Demonstrates ethical partnership behaviours and inspires others to replicate
- Stakeholder Management - Identifies key stakeholders, their motivations and priorities, and considers these when building and managing relationships. Anticipates stakeholder challenges and proactively plans for these, displaying strong communication

Qualifications & Experience (where applicable)
● Excellent Warehousing skills and experience ● Product Launch journey knowledge ● Team Leader experience
Essential ● Excellent PC Skills. ● Excellent communication skills. ● Excellent time management and prioritisation skills. ● Proven and effective working knowledge of IT Systems.
Desirable ● Experience of coaching, assessing and mentoring certificates/skills ● Cat B Driving Licence ● Transport experience

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